

OCCUPATIONAL GROUP: Benefits Administration

CLASS FAMILY: Compliance and Quality Assurance

CLASS FAMILY DESCRIPTION:

This family of positions includes those whose purpose is to implement and perform quality control measures and ensure compliance with the various laws, rules, regulations, policies and procedures associated with administration of government benefit programs and agency resources related to areas such as disability income, economic assistance, employment assistance and others.

CLASS TITLE: Compliance and Quality Assurance Specialist 1

DISTINGUISHING CHARACTERISTICS:

These positions perform full performance level professional work related to compliance and/or quality assurance, which may include monitoring of third party administrators, review of forms or records, performance of investigative audits of claims, collection and analysis of evidence, determination of compliance with applicable laws, rules, regulations, policies and procedures and prepare written reports of findings. Individuals in these positions do not have supervisory or budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Conducts reviews, audits and/or investigations associated with benefits claims specific to area of employment, ensuring quality assurance and compliance.
- Performs and reviews mathematical computations associated with the calculation of benefits.
- Researches, gathers, compiles and analyzes information specific to reviews, audits and/or investigations of benefits claims, ensuring accuracy of information, retaining appropriate documentation and making determinations of findings.
- Reviews records, information and documentation for accuracy, ensuring compliance with all applicable laws, codes, rules, regulations, policies and procedures.
- Makes recommendations and/or takes action to restore compliance.
- Conducts claimant interviews in person and/or via mail and/or telephone.
- Writes narrative and statistical reports summarizing determinations of findings of reviews, audits and/or investigations.
- Maintains case files.
- Receives reviews and resolves inquiries and/or complaints associated with benefit claims.
- Evaluates applications for completeness and eligibility.
- Represents the agency at appeal hearings and in magistrate court.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of all applicable federal, state and programmatic laws, codes, rules, regulations, policies and procedures specific to area of employment.
- Knowledge of benefits claims process.
- Knowledge of interviewing techniques and research practices.
- Knowledge of mathematical computations and calculations.
- Ability to apply all applicable Federal and State laws, codes, rules, regulations, policies and procedures specific to area of employment.
- Ability to interview individuals and research information.
- Ability to gather, compile, review and analyze information, making determinations of findings.
- Ability to write statistical and narrative reports.
- Ability to perform mathematical computations and calculations.
- Ability to resolve inquiries and/or complaints associated with benefits claims.
- Ability to work independently.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: One to three years of full-time or equivalent part-time verifiable experience related to the Compliance and Quality Assurance job family.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Compliance and Quality Assurance job family may substitute for the required education on a year-for-year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Compliance and Quality Assurance Specialist 2

DISTINGUISHING CHARACTERISTICS:

These positions perform advanced level professional work related to compliance and/or quality assurance, which may include monitoring of third party administrators, review of forms or records, performance of investigative audits of claims, collection and analysis of evidence, determination of compliance with applicable laws, rules, regulations, policies and procedures and preparation of written reports of findings. Individuals in these positions may act as lead workers, but typically do not have budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Conducts reviews, audits and/or investigations associated with benefits claims specific to area of employment, ensuring quality assurance and compliance.
- Performs and reviews mathematical computations associated with the calculation of benefits.

- Researches, gathers, compiles and analyzes information specific to reviews, audits and/or investigations of benefits claims, ensuring accuracy of information, retaining appropriate documentation and making determinations of findings.
- Reviews records, information and documentation for accuracy, ensuring compliance with all applicable laws, codes, rules, regulations, policies and procedures.
- Makes recommendations and/or takes action to restore compliance.
- Conducts claimant interviews in person and/or via mail and/or telephone.
- Writes statistical and narrative reports summarizing determinations of findings of reviews, audits and/or investigations.
- Maintains case files.
- Receives reviews and resolves inquiries and/or complaints associated with benefit claims.
- Evaluate applications for completeness and eligibility.
- Represents the agency at appeal hearings and in magistrate court.
- May serve as lead worker.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of all applicable federal, state and programmatic laws, codes, rules, regulations, policies and procedures specific to area of employment.
- Knowledge of benefits claims process.
- Knowledge of interviewing techniques and research practices.
- Knowledge of mathematical computations and calculations.
- Ability to apply all applicable Federal and State laws, codes, rules, regulations, policies and procedures specific to area of employment.
- Ability to interview individuals and research information.
- Ability to gather, compile, review and analyze information, making determinations of findings.
- Ability to write statistical and narrative reports.
- Ability to perform mathematical computations and calculations.
- Ability to resolve inquiries and/or complaints associated with benefits claims.
- Ability to work independently.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships.
- Ability to lead the work of others.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Two to four years of full-time or equivalent part-time verifiable experience related to the Compliance and Quality Assurance job family.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Compliance and Quality Assurance job family may substitute for the required education on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Compliance and Quality Assurance Specialist 3

DISTINGUISHING CHARACTERISTICS:

These positions perform complex professional work related to compliance and/or quality assurance, which may include interpretation of state and/or federal laws, rules, regulations, policies and procedures associated with administration of government benefit programs and agency resources, assisting in establishment and implementation of compliance and quality assurance measures and serving as a technical advisor to staff. Individuals in these positions may act as lead workers, but typically do not have budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Serves as technical advisor to staff.
- Conducts complex reviews, audits and/or investigations associated with benefits claims specific to area of employment, ensuring quality assurance and compliance.
- Performs and reviews mathematical computations associated with the calculation of benefits.
- Researches, gathers, compiles and analyzes information specific to reviews, audits and/or investigations of benefits claims, ensuring accuracy of information, retaining appropriate documentation and making determinations of findings.
- Reviews records, information and documentation for accuracy, ensuring compliance with all applicable laws, codes, rules, regulations, policies and procedures.
- Makes recommendations and/or takes action to restore compliance.
- Conducts claimant interviews in person and/or via mail and/or telephone.
- Writes statistical and narrative reports summarizing determinations of findings of reviews, audits and/or investigations.
- Maintains case files and caseload information.
- Receives, reviews and resolves inquiries and/or complaints associated with benefit claims.
- Evaluates applications for completeness and eligibility.
- Represents the agency at appeal hearings and in magistrate court.
- May serve as lead worker.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of all applicable federal, state and programmatic laws, codes, rules, regulations, policies and procedures specific to area of employment.
- Knowledge of benefits claims process.
- Knowledge of interviewing techniques and research practices.
- Knowledge of mathematical computations and calculations.
- Ability to apply all applicable Federal and State laws, codes, rules, regulations, policies and procedures specific to area of employment.
- Ability to interview individuals and research information.

- Ability to gather, compile, review and analyze information, making determinations of findings.
- Ability to write statistical and narrative reports.
- Ability to perform mathematical computations and calculations.
- Ability to resolve inquiries and/or complaints associated with benefits claims.
- Ability to work independently.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships.
- Ability to lead the work of others.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Three to five years of full-time or equivalent part-time verifiable experience related to the Compliance and Quality Assurance job family.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Compliance and Quality Assurance job family may substitute for the required education on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Compliance and Quality Assurance Supervisor

DISTINGUISHING CHARACTERISTICS:

These positions coordinate and supervise staff responsible for performing work related to compliance and/or quality assurance, which may include: interpretation of state and/or federal laws, rules, regulations, policies and procedures associated with administration of government benefit programs and agency resources, planning, assigning and reviewing the work of subordinates, conducting employee performance appraisals and mentoring staff. Individuals in these positions supervise staff, but typically do not have budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Supervises, coordinates and oversees a unit comprised of employees conducting reviews, audits and/or investigations associated with benefits claims specific to area of employment, ensuring quality assurance and compliance.
- Assigns cases to staff, monitoring progress of completion through the review of statistical reports, making recommendations and providing assistance.
- Oversees and/or conducts comprehensive reviews, audits and/or investigations associated with benefits claims specific to area of employment, ensuring quality assurance and compliance.
- Oversees and/or participates in researching, gathering, compiling and analysis of information specific to reviews, audits and/or investigations of benefits claims, ensuring accuracy of information, retaining appropriate documentation and making determinations of findings.

- Oversees and/or reviews records, information and documentation for accuracy, ensuring compliance with all applicable laws, codes, rules, regulations, policies and procedures.
- Composes related statistical and narrative reports.
- Directs the development and implementation of policies and procedures in the area of employment.
- Oversees personnel transactions, such as leave approval.
- Interacts effectively with state and federal officials on the interpretation and application of state and federal regulations and policies.
- Trains staff and conducts performance appraisals.
- Receives reviews and resolves inquiries and/or complaints associated with benefit claims.
- Represents the agency at appeal hearings and in magistrate court.
- May monitor and/or approve related billings and payments.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of all applicable federal, state and programmatic laws, codes, rules, regulations, policies and procedures specific to area of employment.
- Knowledge of supervisory and personnel practices and procedures.
- Knowledge of benefits claims process.
- Knowledge of interviewing techniques and research practices.
- Ability to apply all applicable Federal and State laws, codes, rules, regulations, policies and procedures specific to area of employment.
- Ability to supervise and oversee other employees.
- Ability to oversee and/or participate in researching, gathering, compiling and analysis of information.
- Ability to write statistical and narrative reports.
- Ability to direct the development and implementation of policies and procedures in the area of employment.
- Ability to train staff.
- Ability to resolve inquiries and/or complaints associated with benefits claims.
- Ability to represent the agency at appeal hearings and in magistrate court.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships.
- Ability to monitor and/or approve related billings and payments.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Four to six years of full-time or equivalent part-time verifiable experience related to the Compliance and Quality Assurance job family.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Compliance and Quality Assurance job family may substitute for the required education on year for year basis. Graduate level course work related to the Benefits Administration occupational group may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Compliance and Quality Assurance Manager**DISTINGUISHING CHARACTERISTICS:**

These positions provide overall direction for an agency-wide compliance and/or quality assurance program, which may include: interpretation of state and/or federal laws, rules, regulations, policies and procedures associated with administration of government benefit programs and agency resources, development of compliance and quality assurance measures and related policies and procedures, mentoring staff and serving as a technical expert. Individuals in these positions are responsible for leadership and management of the day-to-day operations and typically provide input into setting a budget and are responsible for staying within an assigned budget. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Manages, directs and monitors the day-to-day operations and related work activities of professional and technical staff of a state-wide quality assurance program.
- Oversees reviews for compliance and efficiency of the program.
- Oversees the development and implementation of state-wide strategies to improve efficiency and quality of the program through the analysis of reported trends.
- Oversees the development and implementation of state-wide policies and/or procedures for the program, ensuring compliance with all applicable laws, rules and regulations.
- Composes statistical and narrative reports, detailing assessments of quality and efficiency.
- Implements or initiates training programs for staff.
- Oversees and provides final approval for all personnel matters.
- Provides input into budget, with responsibility for staying within assigned budget, ensuring accurate reporting of spending and developing cost containment practices.
- Conducts quality assurance reviews, audits and investigations.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of all laws, rules, regulations, policies and procedures specific to area of employment.
- Knowledge of best management practices and personnel transactions.
- Knowledge of program objectives and guidelines.
- Knowledge of computer programs specific to area of employment.
- Ability to design, plan, and implement an effective and economical quality assurance program.
- Ability to interpret all laws, rules, regulations, policies and procedures specific to area of employment.
- Ability to assign, direct and review the work of others and train staff.
- Ability to develop and implement improvement strategies.
- Ability to develop and implement policies and/or procedures.

- Ability to analyze information and compile reports.
- Ability to proficiently use computer programs specific to area of employment.
- Ability to stay within assigned budget.
- Ability to conduct quality assurance reviews, audits and investigations.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree from a regionally accredited college or university.

Experience: Four to six years of full-time or equivalent part-time verifiable experience related to the Compliance and Quality Assurance job family and one year of full time or equivalent part-time verifiable experience in managerial or supervision (any field).

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Compliance and Quality Assurance job family may substitute for the required education on a year for year basis. Graduate level course work related to the Benefits Administration occupational group may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Compliance and Quality Assurance Physician Consultant

DISTINGUISHING CHARACTERISTICS:

These positions serve as professional medical consultants related to benefit eligibility determination or benefit program administration, which may include interpretation of programmatic policies and procedures and application of clinical expertise. Individuals in these positions typically do not have supervisory or budgetary responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Provides comprehensive reviews of medical case files to determine impairment ratings and validity of disability claims, involving: determination of timelines, sufficiency, reliability, accuracy, consistency and appropriateness of medical and non-medical information.
- Provides detailed documentation and explanations of medical decisions, involving: determination of medical onset dates of disability allowance, determination of medical deferments and making medical projections pertaining to anticipated clinical improvements.
- Authorizes necessary exams and testing within appropriate guidelines.
- Reviews and approves continuing disability review decisions, consulting with and advising other staff members.
- Consults with outside medical sources to clarify medical evidence and/or inconsistencies.

- Participates in continued professional development and training to maintain competencies of all applicable knowledge, policies and procedures.
- Trains other staff members pertaining to medical body systems and medical impairment in reference to and within applicable guidelines.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the theories, principles and practices of general medicine and techniques involved.
- Knowledge of all applicable state and federal laws, rules, regulations, policies and procedures.
- Skill in using computers and software programs specific to area of employment.
- Ability to make accurate determinations of disability claims through the review of medical examination notes, lab test results and pathology reports.
- Ability to write reports, providing detailed documentation and explanations of medical decisions.
- Ability to communicate with a wide variety of people, both orally and in writing.
- Ability to establish and maintain effective working relationships.
- Ability to train other staff members.

MINIMUM QUALIFICATIONS:

Education: See Certifications, Licenses, Registrations requirements below.

Experience: See Certifications, Licenses, Registrations requirements below.

Education and/or Experience Substitution: See Certifications, Licenses, Registrations requirements below.

Certifications, Licenses, Registrations: Current license to practice medicine or osteopathy in WV, which must be obtained prior to employment.